

# **TERMS & CONDITIONS OF THE HARBOUR MILL, WESTPORT**

## **PAYMENT**

A **non-refundable deposit of €100 per** apartment is required to secure your booking. The outstanding balance is payable no later than 21 days prior to arrival. Bookings made within 21 days of arrival date or special offers must be paid in full at the time of booking.

## **EXTRA CHARGES**

Guests must settle their extras bill prior to departure - this may include telephone, electricity, wine or any other charges made during the stay. Electricity is charged at a flat rate per night.

## **CANCELLATION CHARGES**

**Travel Insurance is recommended to cover any losses you may incur as a result of any unexpected curtailment of your holiday or our cancellation policy being enforced, below.**

Booking deposit of €100 non refundable in all cases

Within 4 weeks of arrival: forfeit 50% of the booking cost

Within 2 weeks of arrival: forfeit 100% of the booking cost

## **GROUP NUMBER**

The number of persons, per apartment, stated at the time of booking must not be exceeded without prior permission from the management. Failure to do so may void your booking.

## **ARRIVAL/DEPARTURE TIME**

The apartment will be available from **4pm** on the day of arrival. The apartment must be vacated by **10am** on day of departure. Late departures must be authorised in advance by reception. There will be a **charge of €100 for any unauthorised late departures.**

## **DAMAGE OR BREAKAGES**

The apartment and its contents must be maintained and left in a clean and tidy condition. Any defects found on arrival must be reported to reception immediately. Where the apartment is returned in an unsatisfactory condition an additional charge for cleaning may be incurred. The cost of repairs to the apartment and its contents or surrounds arising as a result of negligence or misuse will be billed to the occupant of the apartment, as will the replacement of the missing items.

## **DAMAGE & DISTURBANCE DEPOSIT**

A Damage & Disturbance Deposit of €50 per person is due 5 days prior to arrival. This Deposit will be returned in full within 5 days of departure providing all the Terms and Conditions of The Harbour Mill have been adhered to.

Rental of the property may be terminated with no refund and the Full Damage & Disturbance Deposit forfeited at the discretion of the management if the occupier/customer behaves in a disruptive manner, cause damage to the property, cause a nuisance or disturbance to other guests/ staff or any other circumstance seen as being unacceptable by the management. On termination of rental the supervisor or management may remove all belongings of the occupier/customer from the apartment and place in storage or deal with same as is deemed appropriate. However, the risk of such belongings shall at all times remain with the occupier/customer.

## **TERMINATION OF BOOKING**

Management reserves the right to refuse or cancel a booking for any reason, and at any stage of such booking, and to terminate rental upon any breach of the Terms & Conditions.

## **RIGHT TO DECLINE**

The Harbour Mill reserves the right to refuse, alter or cancel a booking, even after receipt of final payment. In addition, The Harbour Mill is relieved of all liability should accommodation, facilities or activities not be available due to circumstances beyond our control. In such an instance, alternative arrangements will be made in similar accommodation, and alternative facilities/activities offered.

## **KEYS**

Only 1 key / tag per apartment will be issued on arrival. The key / tag must be left at reception when leaving the building and returned to reception on departure. Any second key / tag issued must be signed for. A charge of €100 will apply for any lost keys / tags.

## **ACCESS TO APARTMENT**

Management reserve the right to visit the apartment at any time.

## **COMPLAINTS**

At The Harbour Mill, Westport, we pride ourselves on our high standards and the quality of service offered to all our guests. In the unlikely event of a problem arising or if you wish to make a complaint, please raise this immediately with the Manager on duty or in writing within 14 days of departure from the facility.

## **LOST/STOLEN PROPERTY**

The Harbour Mill is not responsible for any loss of valuables or property left in or at the property during the stay or after departure. Any lost property found will be held at The Harbour Mill for 28 days only.

## **SPECIAL REQUESTS**

Requests for specific apartments or floors, cots, high-chairs and fold up beds must be made at time of booking. Whilst we will endeavour to do all possible to meet your request, it can not be guaranteed. Fold up beds are not suitable for adults. These are chargeable items.

## **PETS**

We regret that pets, with the exception of guide dogs, are not allowed in the facility.

## **CLEANING, LINEN & TOWELS**

Initial supply of bed linen and towels are provided for your apartment. Towels for use in the on-site and off-site leisure centres are not supplied by The Harbour Mill. We recommend you bring your own towels for use in the leisure centres. Apartments will be serviced on a weekly basis for all stays exceeding 7 nights. If extra cleaning or changes to bed linen and/or towels are required please contact reception with your requirements. These are chargeable items.

## **USE OF LEISURE FACILITIES**

Use of the on-site leisure facilities is restricted to residents of The Harbour Mill apartments aged 16yrs and older.

## **TARIFF**

Management reserves the right to adjust the tariff where a change in costs, charges or taxation arises. Once a booking has been made and deposit paid, however, the price of your holiday as shown on the confirmation invoice will not be increased unless the booking is amended after it is issued.

## **OTHER REQUIRMENTS**

It is our policy to provide, where possible any other special requirements for our guests. Please advise on booking and our staff will do their best to accommodate you.

## **ACCEPTANCE**

By making this booking, you have agreed to accept the Terms and Conditions above. You agree to be responsible for the apartment(s) for the duration of your stay and have read and fully understood the Terms & Conditions of The Harbour Mill.